AMENDMENTS TO THE SPECIFICATION

Please amend the last full paragraph on page 10 of the specification as follows:

Importantly, individual SLAs 350, 360, 370 can be combined in a multi-tier structure to form the composite, multi-tier SLA 380 exposed to the customer. In this regard, the outsourced SLA 370 can specify that the data communications network 320 will provide 99.9% availability and 100 Mbit/s throughput. Similarly, the internal use only SLA 360 can promise 99.5% availability of the database server 330 with at least 100 MB of disk storage. Finally, the internal use only SLA [[370]] 350 for the data access application 310 can specify 98.0% availability and a 5 second response time.